



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Harrisonville Telephone Company**  
**for quarter ending June 30, 2004**

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.08	3.43	2.92	3.14
B. Operator Answer Time - Information [730.510(a)(1)]	4.94	6.19	4.66	5.26
C. Repair Office Answer Time [730.510(b)(1)]	10.11	10.69	10.11	10.30
D. Business or Customer Service Answer Time [730.510(b)(1)]	17.39	17.12	15.69	16.73
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	0.00% *	0.00% *	0.00% *	0.00% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.80	1.67	1.19	1.22
H. Percent Repeat Trouble Reports [730.545(c)]	4.87%	7.33%	4.13%	5.44%
I. Percent of Installation Trouble Reports [730.545(f)]	4.27%	4.96%	2.35%	3.86%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



**State of Illinois  
Illinois Commerce Commission  
Service Quality for Telecommunications Carriers  
Code Part 730.115  
Quarterly Filing**

---

**Harrisonville Telephone Company  
for quarter ending June 30, 2004**